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Wes-Kaapse Provinsiale Parlement  
Western Cape Provincial Parliament  
IPalamente yePhondo leNtshona Koloni

**COMMITTEE REPORT**

**Report of the Standing Committee on Health on the oversight visits to the Klapmuts Clinic in Stellenbosch and the TC Newman Community Day Care Centre in Paarl conducted on 9 September 2020**

Report of the Standing Committee on Health on the oversight visits to the Klapmuts Clinic in Stellenbosch and the TC Newman Community Day Care Centre in Paarl conducted on 9 September 2020 as follows:

### **The Delegation**

The delegation of the Standing Committee on Health included the following Members:

Philander, WF (DA) (Chairperson and leader of the delegation)  
Allen R (DA)  
Botha, LJ (DA)  
Windvogel, R (ANC)

### **Additional Members**

Bakubaku-Vos, NG (ANC)  
Bans, AP (ANC)

### **Apology**

Xego, M (EFF)

### **The following parliamentary official accompanied the delegation:**

Ms N Jamce

### **Background**

The Standing Committee on Health conducted unannounced oversight visits to the Klapmuts Clinic in Stellenbosch and the TC Newman Community Day Care Centre in Paarl. The purpose of the visits was to assess services offered by the two facilities to their communities. The Committee resolved to visit the Klapmuts Clinic due to the challenge of the lack of space that was reported to the Committee. The Committee also decided to visit the TC Newman Community Day Care Centre in Paarl to assess the service pressure that the centre was experiencing during the COVID-19 pandemic.

## **1. Visit to the Klapmuts Clinic**

Sister Mntyedwa, Acting Operations Manager at the Klapmuts Clinic, welcomed the Standing Committee and informed the Committee that she was acting because the Operations Manager of the Clinic was on leave. Sister Mntyedwa gave a brief summary of the services offered by the Clinic, the service pressure, the challenges and the successes of the Klapmuts Clinic.

### **1.1 Tour of the facility**

The Committee conducted a brief tour of the facility. The areas visited included the waiting room outside the facility, the waiting room inside the building, the reception area, the pharmacy, and the consultation rooms.

### **1.2 Salient points that emanated from the unannounced visit to the Klapmuts Clinic**

- 1.2.1 The Klapmuts Clinic ( the Clinic) is a Primary Health Care facility that offers services such as mother and child health, chronic diseases care, women's health, HIV and TB care, men's health and acute services.
- 1.2.2 The Clinic operates on week-days from 07:30 to 16:00

- 1.2.2 It was reported that the Clinic attends to a lot of patients per day, however, the number of patients that visit the Clinic per day could not be verified during the visit. Sister Mntyedwa indicated that she was not responsible for compiling the statistics, the Operations Manager that was on leave during the visit was the one who compiles statistics for the Clinic.
- 1.2.3 The Committee noted that office space was a major challenge at the Clinic and it was reported that patients queue outside the premises even during the winter season.
- 1.2.4 It was reported that during rainy days, the majority of patients do not visit the Clinic due to the shortage of space, and therefore only patients with appointments visit the Clinic.
- 1.2.5 The Committee was informed that the size of the facility was very small compared to the size of the community. The Clinic was still the same size, although the population of the surrounding communities has increased.
- 1.2.6 During the visit, patients were waiting outside complaining about the waiting time and the appointment system. The patients mentioned that there was no admission system for patients at the Clinic like in other health facilities. The appointment system was not functional.
- 1.2.7 The majority of patients that were waiting outside informed the Committee that most of the time people are turned away without getting the medical help they need.
- 1.2.8 The Committee noted that due to the shortage of space at the Clinic, there was no compliance to social distancing among patients in terms of the COVID-19 regulations.
- 1.2.9 The Committee was informed that the Clinic was waiting for the prefab structure from the provincial Department of Health, however, it was not known when the structure would be erected.
- 1.2.10 The Clinic has a partnership with the Right To Know NGO. The NGO is helping the Clinic during the COVID-19 pandemic. The NGO officials assist in checking the temperature of patients visiting the Clinic, assist patients with their chronic medication, conduct home visits and collect TB sputum.
- 1.2.11 The officials from the Right To Know NGO indicated that they work in high-risk areas, they conduct home visits, especially during COVID-19, and are only paid R3 500 per month. The officials from the Right To Know NGO pleaded with the Committee to be absorbed by the Department when there are open vacancies in the Department of Health.
- 1.2.12 The Committee noted that there were no telephone numbers of patients in the incoming register of patients at the Clinic. This was a concern to the Committee, as this would make it difficult for the Clinic to trace patients in case of a COVID-19 infection.
- 1.2.13 The Committee also noted that there was a communication gap between the management and staff at the Clinic. Staff members did not know what was happening at the Clinic.
- 1.2.14 The Committee further noted that there was poor communication between staff and patients.
- 1.2.15 The Committee observed that the filing system was manual at the Clinic.

### **1.3 Committee resolution**

The Committee resolved to visit the Klapmuts Clinic again on a later date and the senior management of the Clinic would be requested to be available to answer questions.

### **1.4 Request for Information**

The Committee requested the Department of Health to submit the following information by Friday 30 October 2020:

- 1.4.1 Detailed information on the plans to expand the Klapmuts Clinic and information on the plan to install the prefab structure for the time being as a waiting area.
- 1.4.2 Detailed information on the Standard Operating Procedures of the Clinic.

- 1.4.3 Detailed information on the default rate and numbers of chronic patients during the peak of the COVID-19 pandemic in the province.
- 1.4.4 A status update on the Clinic Committee of the Klapmuts Clinic.
- 1.4.5 Detailed information on how the Department was taking care of the stressed staff members at the Klapmuts Clinic.
- 1.4.6 Detailed information on the challenges that the Clinic has communicated to the Department and what the progress made by the Department was in addressing these challenges.
- 1.4.7 Detailed information on how the Department ensured that the staff at the Clinic provides proper customer service to the patients.
- 1.4.8 Information on when the Klapmuts Clinic will move from the manual filing system to the e-filing system.
- 1.4.9 Detailed information on the staff complement of the Clinic, if there are any vacancies, if the current staff compliment is sufficient to serve the number of patients that visit the clinic.

## **2. Visit to the TC Newman Community Day Care Centre in Paarl**

Sister Bridgens, General Operations Manager, Sister Vermeulen and Ms Bosch welcomed the Committee and accompanied the delegation during the walkabout of the facility.

### **2.1 Salient points that emanated from the unannounced visit to the TC Newman Community Day Care Centre**

- 2.1.1 The TC Newman Community Day Care Centre (the Centre) operates on weekdays from 07:30-16:00.
- 2.1.2 The Centre has a total of 42 beds and offers services such as Mother and Child Health, Chronic Diseases Care, Women's Health, HIV and TB Care, Men's Health, Acute Services, Allied Health Care Physiotherapy, Mental Health Services and Oral Health Dentistry.
- 2.1.3 The Committee was informed that the whole structure, in terms of the daily operations at the Centre, had to change due to COVID-19.
- 2.1.4 The Committee was informed that to reduce the service pressure from the Paarl Provincial Hospital, the Centre had a total of 18 beds that were converted into a 24- hour field hospital as a response to the COVID-19 pandemic.
- 2.1.5 It was reported that the average length of stay at the Centre, by patients from the Paarl Provincial Hospital, was a week.
- 2.1.6 The Committee was informed that before COVID-19, the Centre assisted approximately 600 patients per day and with COVID-19 the numbers have decreased. The Centre only attends to urgent cases.
- 2.1.7 The Committee was informed that patients with chronic conditions were slowly returning to the hospital and were seen on an appointment basis. However, during the peak of the COVID-19, the Rusthof NGO, contracted to the hospital, delivered the pre-packed chronic medication to patients.
- 2.1.8 The Centre has a triage and appointment system. It was reported that the elderly and people living with disabilities were assisted first and the appointments were scheduled on an hourly basis.
- 2.1.9 The Committee conducted a walkabout of the facility and inspected the rehabilitation, speech, physiotherapy and psychiatric sections, and the section for the psychologist.
- 2.1.10 The Committee was informed that to manage COVID-19 infections, the hospital was trying to reduce the number of people that were accompanying the patients. The only accompanying persons allowed in the building, were those who accompanied babies and people with disabilities.

- 2.1.11 It was reported that the total turnaround for the visit at the Centre was 2 hours, which included the time the person took to enter the facility, get medical assistance and exiting the building, and this was much better than the national norm of 3 hours for primary health care.
- 2.1.12 The Committee was informed that the Centre was in urgent need of wheelchairs. It was reported that the lack of usable wheelchairs was caused by patients who visited the hospital in their old wheelchairs, change the wheelchairs and leave their old ones at the hospital, taking the new wheelchairs that belong to the hospital.
- 2.1.13 It was reported that the Centre has a functioning Hospital Board.

### **3. Committee Resolution**

The Committee resolved to extend its sincere gratitude to the entire staff of the TC Newman Day Care Centre in Paarl for their hard work during the COVID-19 pandemic and commended the way the hospital was managed.



**MS WF PHILANDER, MPP**  
**CHAIRPERSON: STANDING COMMITTEE ON HEALTH**  
**WESTERN CAPE PROVINCIAL PARLIAMENT**